Northumberland CVA

Creating a Volunteer Policy

A volunteer policy sets out your organisation's approach to involving volunteers. There is no single standard volunteer policy because each organisation is unique and has a distinct purpose and service user group. For example, a volunteer policy for an animal charity will be very different to one for an older people's project.

A volunteer policy outlines an organisation's commitment to how volunteers will be involved and supported within that organisation. Ideally, the policy will be created before involving volunteers. It is also a good tool for re-evaluating how an organisation involves and supports volunteers. Although policies will differ they should be clear and easy to understand and should include things like:

- **An introduction to the organisation** – its aims and principles

- **Why you want to involve volunteers**

- **The recruitment process**
  Volunteer agreements and task descriptions
  How and where to advertise opportunities
  What recruitment methods will be used (application forms, interviews etc.)
  What to do if someone is unsuitable for the role
  How and when references will be taken up?
  What roles if any will require DBS checks?

- **Induction**
  How are volunteers welcomed into the organisation?
  What information are they given?

- **Supervision & Support**
  What support and/or supervision are available?
  How frequently will it take place?

- **Training**
  What training if any is essential to the role?
  What opportunities to develop skills will volunteers have?

- **Expenses**
  What expenses will be covered?

- **Health & safety**
  How are you exercising your legal Duty of Care to volunteers?
  How is information regarding Health and Safety communicated to volunteers?

- **Insurance**
  What is the level of cover?
  Are there any boundaries (age, location etc.)

- **Equal Opportunities**
  Are volunteers covered by your organisations equal opportunities policy?
  What does this mean for volunteers?

- **Confidentiality**
  What is required of volunteers?
  How are volunteers protected?

- **Disciplinary and Grievance procedures**
  What processes are available to enable volunteers to raise issues they are concerned about?
  How are any problems with the work of volunteers addressed?

For further information and support in developing a volunteer policy, please contact Anne Kidd, Development Officer for Volunteering (anne.kidd@northumberlandcva.org.uk).